



Your Burlington Water Resources Statement

To improve your customer experience, we have re-designed your monthly water bill to make it easier to understand and more informative. We welcome your feedback about the design and ideas for future improvements.

Message Center

Usage History Graph

Compare your water usage for the last 12 months.

Bill Remittance Stub

Page Two

Includes contact information for reporting emergencies, and getting in touch with Customer Care, along with service charge definitions, payment options & locations and an overview where to find our most frequently used forms and programs.

City of Burlington
DPW - Water Resources
P.O. Box 878
Burlington, VT 05401

RETURN SERVICE REQUESTED
***** AUTO-MIXED AADC 296 3 1 MB 0.482
SAMUEL DE CHAMPLAIN
1609 LAKE MONSTER CIR
BURLINGTON, VT 05401

Service Address
1609 LAKE MONSTER CIR

Account Name
SAMUEL DE CHAMPLAIN

Billing Period
7/2/2021 To 8/2/2021

Rate Type
RES

Account Number
41833500-00

Previous Balance
\$94.70

Amount Paid
\$94.70

Unpaid Balance
\$0.00

Bill Date
8/27/2021

SEE REVERSE SIDE FOR IMPORTANT BILLING AND ACCOUNT DETAILS

| For Your Information | Current Reading | Prior Reading | Usage / Units | Service Description | Current Charges |
|---|-----------------|---------------|---------------|---------------------|-----------------|
| New Rates, New Look! The improved rate structure is here, along with a completely redesigned bill form with service definitions. Need Help? We have partnered with the State to help eligible residential & commercial accounts pay past due bills. Learn more at burlingtonvt.gov/water/WRAP . DPW CC: To learn more about DPW's major proposal for consolidated collection, which includes trash, recycling and organics collection and upcoming meetings to discuss this, please visit burlingtonvt.gov/dpw/Maintenance/CC . | 239300 | 238900 | 1.00 | Water Base Charge | \$3.28 |
| | | | 400 | Water Usage | \$9.92 |
| | 239300 | 238900 | 1.00 | Sewer Base Charge | \$4.67 |
| | | | 400 | Sewer Treatment | \$24.28 |
| | | | 1.00 | Stormwater Charge | \$6.93 |
| Total Current Charges | | | | | \$49.08 |
| Total Franchise Fees | | | | | \$1.47 |
| Past Due Balance | | | | | \$0.00 |
| Total Amount Due | | | | | \$50.55 |
| Due Date | | | | | 9/26/2021 |

WATER USAGE COMPARISON

PLEASE MAKE CHECKS PAYABLE TO BURLINGTON WATER RESOURCES AND INCLUDE THIS PORTION TO AVOID PAYMENT PROCESSING DELAYS

Water Resources Division
235 Penny Lane | P.O. Box 878
Burlington, VT 05401
(802) 863-4501
water-resources@burlingtonvt.gov

PLEASE REMIT PAYMENT TO:

CITY OF BURLINGTON
WATER RESOURCES DIVISION
P.O. BOX 1758
ALBANY, NY 12201-1758

SAMUEL DE CHAMPLAIN
1609 LAKE MONSTER CIR
BURLINGTON, VT 05401

41833500000 00000005055 0

Customer Information

Account details including name, address, the rate type your meter is classified for and any previous balances, amounts paid and total unpaid to date.

Bill Details

Meter readings, usage in cubic feet (CF), # of units for base meter fees & stormwater, service descriptions, new charges, total due and due date for current charges.

Amount Due

Please remember that a minus symbol (-) in the amount due box means you have a credit balance and nothing is owed at this time.



Report Water Emergencies | Direct Customer Care (802) 863 - 4501

Emergency Response 24/7 | Customer Care Available Monday through Friday 8:00 am—4:30 pm

Understanding Your Bill

| | | |
|---|--|---|
| Water & Sewer Base Charge This fixed fee is assessed on water and/or sewer services and is determined by the size of your water meter. It is often called a "ready to serve" fee and reflects the cost of having service available for you whether water is used or not. | Water Usage Meters record flow in cubic feet (CF) and all accounts are billed using increments of 100 CF. The volumetric rate for water is determined by your meter classification type and is not the same for all customers. | Residential Rate Tiers Residential single family, duplex and triplex properties receive a discount on the water volumetric rate for Tier I usage (400, 600 & 900 CF) when their meter provides service to an individual living unit. Additional usage above property type thresholds is charged at a higher Tier II rate. |
| Sewer Treatment Accounts connected to the wastewater collection system are charged for flows sent to our treatment plants for processing. This charge is based on the amount of usage recorded by the water meter. The volumetric rate for sewer treatment is the same for all customers. | Stormwater Charge This fee is based on the property's land use code whereby single family, duplex and triplex accounts are assessed a flat fee, and all other properties are charged by the impervious surface unit as measured on the parcel. | Private Fire Service or Hydrant Charge This fixed fee is assessed on accounts with protective fire infrastructure that serves only their property. The fire service charge is determined by the diameter of the incoming water service pipe, and hydrants are charged per hydrant. |
| Franchise Fee This fee is charged to Water Resources per City Charter for the use of streets and rights-of-way. It is not a part of our rates and is calculated at 3.5% on all charges except stormwater. | LEARN MORE Please visit us at burlingtonvt.gov/water to view our current rates, expanded billing terms and find out how the new Water Resources Assistance Program can help reduce or pay your bill. | |

Manage Your Account



AUTOPAY

Never miss a payment! Download the form at burlingtonvt.gov/water/Forms

PAY ONLINE

Make a one time payment using a credit card or eCheck. Visit burlingtonvt.gov/payments

DROP BOX LOCATIONS

235 Penny Lane (Water Plant)
585 or 645 Pine Street (BED or DPW)
149 Church Street (City Hall)

QUESTIONS

Need to report a problem with your service or ask a question about your account? Contact Customer Care at water-resources@burlingtonvt.gov, call 863-4501 or visit burlingtonvt.gov/water/report-a-problem

eBILLING

Safe, secure and free. Sign up at burlingtonvt.gov/water/My-Account

TRANSFER ACCOUNT

Selling or renting? Get the details at burlingtonvt.gov/Water-FAQ

URGENT ALERTS

Get real time municipal alerts by signing up at burlingtonvt.gov/btv-alerts